One of the first tasks of ISD was to publish
a keyword index to limited distribution special
intelligence (SI) reports. Published in October
1966, it covered receipts from 1964 through Sep-
tember 1966 and was prepared using the direct keypunch-
controlled keyword-full title technique.

Another activity in October was the preparation
of a description of the Intellofax System and its
services for distribution to all analysts in the
State Department's Bureau of Intelligence and Re-
search. (In calendar year 1966 non-Agency requests
accounted for 45% of the total Intellofax load, but
--1,005 out of 1,128--
nearly 90% of those requests/came from the Depart-
ment of Defense /DoD/, , State had never been a heavy
user of the System and there had been no briefing
or indoctrination on changes since a large-scale
briefing of State analysts in 1958. After receipt
of the 1966 notice, there was a brief flurry of
Intellofax requests, but State then lapsed back into
its old habits.

The Chief, Files Branch, DFD, and the Chief, CSB, of ISD, worked on a day-to-day basis resolving many of the procedural problems that arose as a result of the September reorganization with the split in files and search. They listed 15 major problem areas to be resolved.

The first copy of a keyword index to limited distribution Special Intelligence (SI) reports was published in October and covered receipts from 1964 through September 1966. The index was prepared using the direct keypunch-controlled keyword-full title technique.

A description of the Intellofax System and its services was written for distribution to all State/INR analysts on 19 October. *[handwritten: in the State Department's Bureau of Intelligence and Research]* There was a brief flurry of Intellofax requests [right] after the receipt of the notice. *[handwritten: however]* State had never been a heavy user of the Intellofax System, and there had been no briefing or indoctrination on changes since the large-scale briefing of State analysts in 1958.

[handwritten marginal note: see revision B]

The fourth and last edition of the Intelligence Subject Code (ISC), produced and printed by a computerized Photon typesetting method, was distributed in March 1967. The Department of Defense (DoD) received 1000 copies. *[handwritten: and continued to use the ISC after ... CIA stopped using it in February 1968]*

Problems with the Defense Intelligence Agency (DIA) *[handwritten: In the same month OCR announced that as of July it would Reduction of]* document search and copying services to DoD. *[handwritten]* ~~the Department of Defense was announced in March 1967~~ as an economy measure ~~to become effective in July.~~ During calendar 1966,

[handwritten marginal notes: significance? was DoD the only recipient? see C]

CONFIDENTIAL

No Foreign Dissem

CENTRAL
REFERENCE SERVICE

CONFIDENTIAL

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the Defense Intelligence Agenc

On 31 March the DDI notified the Director of DIA)
that because of increasingly stringent manpower and
budget constraints support activities of the DDI to
DIA would have to be curtailed. Among those dras-
tically affected were the document retrieval and
copying services provided by OCR. The *following* specific
document services provided to DoD elements, including
private and government agencies under contract to DoD,
were among those the DDI planned to terminate in time
to effect savings by 1 July: *S*

    1. Document retrieval and copying of any non-CIA-
originated material.

    2. Document retrieval services associated with
SI.

    3. Intellofax, including both machine searches of
the document index records and document retrieval and
copying associated therewith.

    4. Retrieval and copying of CIA-orignated doc-
uments previously disseminated to DoD.

S) of c.T. (3, abov)

~~DoD accounted for 1005 of 1128 non-CIA Intellofax requests~~

~~Non-Agency requests were 45% of the total Intellofax load.~~

[handwritten: # On 31 July]

A 90-day trial period began ~~31 July~~ with the Acting Chief, ISD,

as the OCR Coordinator for the test and the point of contact

with DIA. OCR would not accept any DoD request unless

(DIAAP-10) had validated it, *[handwritten: and had]* certified that the services requested

were necessary and that (DIA) could not ~~answer the request.~~ *[handwritten: the Defense Intelligence Agency ... provide them.]*

An exception was made for accredited ~~NSA~~ ACIC and SAC resident *[handwritten: *See page — , Chapter —]*

representatives who continued to have direct access to OCR

facilities. Validated requests ~~which~~ *[handwritten: that]* were unusual in scope or

required a large (manpower and resources/ expenditure)had to

be approved by the Coordinator before they could be serviced.

[handwritten: ¶] During this 90-day period it soon became evident that DIA had

not effectively communicated the purpose of the validation process

to DoD components and was not making a real effort to see if its

own resources [DIA] —mainly Minicard— could provide a response to an

information requirement. The Coordinator spent many hours *[handwritten: man]*

telling DoD requesters "where to, how to, and when to."

During October, 80, requests for Intellofax services were *[handwritten: 1967 DoD ... number in 7 months.]*

received, the highest [since March [of] 1967.] However, requests for

the SI detail files were minimal—a reflection of CSB's prohibition

---

* For ACIC and SAC resident representatives to the Industrial
and Graphics Registers, see those specific chapters. For NSA- see
Document Division chapter.

b/ Memo from Acting Chief/CR to all OCR Divisions "Central Reference
Support for Department of Defense Components" 27 July 1967 SECRET
(in Chrono 67 69-592)

c/ Memo from Acting Chief, ISD to DIARP-10 "DoD Requests for Service
from Intellofax System and Foreign Installations Branch, CRS"
24 Nov 67 CONF (in Chrono 1967 in ISG Historical Files)

In July 1967 details of a/major reorganization

of OCR were released. The Office was to be renamed

Central Reference Service (CRS) and to consist of

two major line components and a staff. An Information

Services Group (ISG), consisting of five geographic

divisions and the CIA Library, was to index and process

information, answer questions and produce reports. A

~~Document~~ ~~Systems~~ ~~Group~~ ~~(DSG)~~ ~~The~~ ~~three~~ ~~new~~ ~~DSG~~

A new Document Systems Group ~~(DSG)~~ was to be formed,

consisting of three functionally aligned divisions to

provide centralized support to the geographic divisions

and to other Agency and community activities as

appropriate. The three new DSG divisions were different

from those in the "old" DSG. They were to be Acquisition
                    (ADD)   (DPSD)
and Dissemination, Document and Pictorial Services, and
                    (EDPSD)
EDP Support.

against supplying the DoD documents referenced in such searches.)
Two examples of DIA-validated Intellofax requests [which] that were
returned because they covered military subjects [which] that DIA reference
service -Minicard- controlled had since 1964 were on combat vehicles and
Communist Chinese navy electronics.

Miscellaneous Activities and Final

The project to convert the pre-1961 codeword material on
Chinese organizations to the new system implemented in SR
in 1961 was finally completed in April 1967 thus provided a data base
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A new system of using machine charge cards to replace the
Intellofax tape for CIA users provided an as it may immediate document ordering
device for the consumer and eliminated the intermediate Intellofax
tape stage, except for one-page documents.

By August the personnel and activities of the Search Section
OSB [were] had been transferred to [the Document and Pictorial Services DPSD, and
Division, one of the newly formed divisions in OCR's successor
organization— Central Reference Service (CRS). ISG during 1697-68

As new area divisions were formed in the Information
Services Group of CRS,] ISD analysts moved to Far East/Pacific them. The reorganization was completed in March 1968.
Division in October, to the USSR Division in November and to
the Near East/Africa Division in December. The remaining
area activities of indexing, those analysts left in the Foreign
Industrial Division, which had been directly attached to the D/
CR since the September 1966 reorganization, and the small IPI
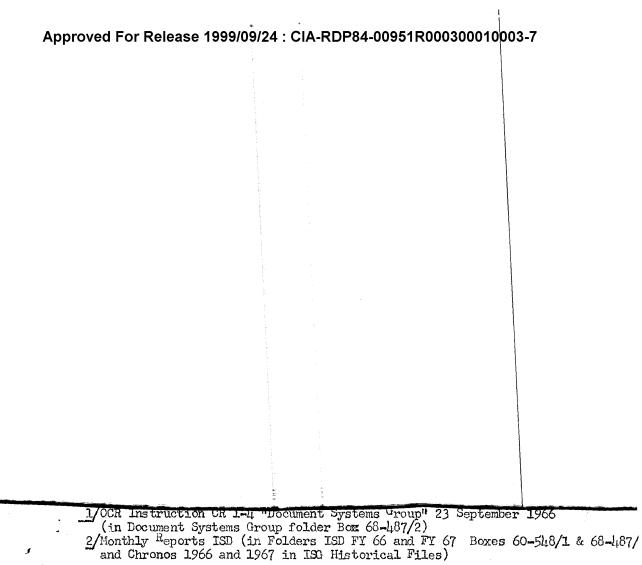staff were constituted as the Indexing and Services/Foreign Installa-

tion Division (ISFI) under Annabel Bland. The new Europe and Western
Hemisphere Divisions became operational the first of March 1968.

2. DISSEMINATION AND FILES DIVISION
~~(DFD)~~

The second division created in September 1966,

DFD, had
~~Two~~ Branches constituted the new Dissemination and Files

25X1A9a Division: Dissemination ~~with 57~~ *(T/O)* ~~people~~ under ▮▮▮▮▮▮▮ and Files

(T/O) ~~with 48~~ ~~people~~ under the former Chief of the Library's Circulation

25X1A9a Branch (▮▮▮▮▮▮▮▮▮▮). ~~The Files Branch incorporated the~~

~~Microfilming Unit of the Machine Division and the document files unit~~

~~of the Library and SR.~~

~~There is little of historical significance to cite for~~

as it had before

~~DFD.~~ Dissemination continued ~~in the same manner.~~ Most of the problems

in DFD arose in clarifying responsibilities between CSB/ISD and Files

Branch/DFD. These problems were concerned with ~~Top Secret~~ Control

procedures and collections, special document collections, processing and

procuring enclosures, physical location of the source card files,

and the confusing military procurement operations. Many of these

were not resolved until the complete reorganization into the

document
Central Reference ~~Service~~ in September 1967, when the search,

functions
procurement, and files were amalgamated into ~~one Division Document~~

~~and Pictorial Services Division.~~ DPSD.

?

/ Monthly Reports DFD (in Folders DFD FY 66 and FY 67 Boxes 68-487/2 and
71-18/1)
from
/ Memo C/ISD to C/DSG sub: Staff Study on Military Procurement
4 Nov 1966 (in ISD Chrono Folder 1966 in ISG Files)

1/OCR Instruction OR I-4 "Document Systems Group" 23 September 1966
(in Document Systems Group folder Box 68-487/2)
2/Monthly Reports ISD (in Folders ISD FY 66 and FY 67 Boxes 60-548/1 & 68-487/
and Chronos 1966 and 1967 in ISG Historical Files)

CHIVE or not CHIVE? Amid survey after survey and a complete atmosphere of indecision and doubt as to which way OCR should go because of budget cuts balanced with the age of the computer on the horizon, D/CR finally opted for an intermediary reorganization. On 23 September 1966, the Acting Director/CR announced a regrouping of functional elements which would improve management and operational efficiency and provide acceleration towards the all-source document and information servicing goals of CHIVE.[1]

The Document Systems Group (DSG) under the overall management of

25X1A9a   ████████████ Executive in OCR, as Group Chief consisted of

25X1A9a   three divisions: Indexing and Services Division (ISD ████████

25X1A9a   Chief), Dissemination and Files Division (DFD ████████ Chief)

25X1A9a   and Machine Support Division (MSD ████████ Chief). This chapter will present a brief chronological history of each division's activities and accomplishments, which were actually not much different from what they had been under the previous set-up.

INDEXING AND SERVICES DIVISION[2]
(ISD)

All indexing activities of the Special Register (SR) and the

Document Division (DD) were placed for the first time under a
single management. [REDACTED] a former Branch Chief in SR, became Chief of the Codeword
Branch with 29 people and [REDACTED] a former Branch Chief in DD, became Chief of the Collateral Branch with
25 people. [REDACTED] formerly with the Library and more recently
with SR, headed the Customer Service Branch of 25 people; this (CSB)
Branch included the former SR Special Section, the CIA Library
Inter-Agency Services (IAS) and Search Units, and the Intelligence
Publications Index (IPI) of DD. CSB handled all processing of finished
intelligence, title and header indexing, interagency service
requests and the professional documentation aspects of Top Secret
Control. [TS document logging, filing and physical retrieval were
not considered professional aspects and were therefore placed in
DFD.]

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It was not possible for all three Branches to be physically
co-located. The Collateral Branch ($I_n$tellofax) remained where
it had been in DD- on the ground floor. The IPI Staff finally
joined the rest of the Title Indexing Section on the second
floor in April 1967. The collateral aspects of the Search
Section of CSB remained where it had been as part of the former
Circulation Branch of the Library.

Immediately after the reorganization, C/ISD briefed
senior personnel of MSD and DFD on operations and programs which
these new divisions had inherited from the former SR. This
briefing was followed by briefings on ISD operations newly
abquired from the Library and the former DD. Management and administra-
tive control for search and interagency services passed to ISD
control on 28 November and a botational training program was put
into effect for collateral and codeword IAS service to customers.

The Chief, Files Branch, DFD and the Chief, CSB of ISD worked on a day-to-day basis resolving many of the procedural problems that arose as a result of the September reorganization with the split in files and search. They listed 15 major problem areas to be resolved.

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Reduction of document search and copying services to the Department of Defense (DoD) was announced in March 1967 as an economy measure to become effective in July. During calendar 1966,

3/ Memo from DD/I to Director/DIA "Reduxtion in Intelligence Support Services 31 March 1967 SECRET (in Chrono 1967 69-592)

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                                                    man
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DISSEMINATION AND FILES DIVISION
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6/Monthly Reports DFD (in Folders DFD FY 66 and FY 67 Boxes 68-487/2 and 71-18/1)

7/Memo C/ISD to C/DSG sub: Staff Study on Military Procurement from 4 Nov 1966 (in ISD Chrono Folder 1966 in ISG Files)

MACHINE SUPPORT DIVISION

(~~asab~~)

With a T/O of 91, the new Machine Support Division was established

to provide savings by more flexible machine utilization achieved by

combining the separate EAM support activities of the former SR and MD.

25X1A9a Two Branches, a Collateral headed by ███████ and a Special headed

25X1A9a by ███████████ plus two staffs, an Equipment Service and a Programming,

constituted MSD. The planned conversion to an all-source EAM and EDP

Data Processing Center was approved by the Office of Security in

November 1966 and by March of the next year the merger of the Division's

Collateral and Special EAM/EDP Machine Branches was completed.

Preparatory to receiving the 360 computers- Model 30 in November *1966*

and Model 20- MSD inaugurated an accelerated program for in-house

training so that there could be immediate conversion of EAM card records.

The computer installation was designed to meet the file manipulation

of OCR's existing data base. It was anticipated that these existing files

could be utilized via the small computer for 5-10 years on a basis

affording clear benefits in cost, training, and speed and flexibility of

service which would complement the projected CHIVE operations. *9/* The 1401

computer programs had already been converted to COBOL 360 language in

1965. Operational efficiency increased with training and management controls.

MSD operated with a staggered shift of 10-12 hours and succeeded in con-

verting 40% of the EAM operations to computer by March 1967. *10/* The machine

_8/_ Unless other wise indicated most of the information on MSD is from
MSD Monthly Reports for FY 66 and FY 67 (Boxe 71-18/1)

_9/_ Memo from D/CHIVE Task Team to Information Processing Coordinator Intelli-
gence "Semi-Annual Report of Accomplishments in Management of Automatic
Data" 10 November 1966 SECRET (In Folder ADP 68-487/2)

_10/_ Memo from C/DSG to D/CR "FY-67 and FY-68 Computer and EAM Rentals" 2 March 1967
Admin-Internal Use Only (Chrono 67   69-592)

rental was reduced by $6,633 per month and the following EAM equipment was released as of May: one collator, one statistical machine, three sorters, two reproducers and two tabulators.

Requests for Intellofax machine runs continued at about the same rate as under MD- averaging 270 monthly during the 10 months of MSD's existence. The Equipment Service Staff built a third DARE viewer-selector for the Intellofax Reference Service of ISD. The conversion of the Intellofax input 7010 computer programs to 360/30 was completed in the spring of 1967.

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the Office of Computer Services (OCS)

Support to OCS in the CHIVE effort continued heavily with MSD handling over 75% of the CHIVE debug activity. Mr. � the Chief, Document Systems Group, became concerned about the amount of MSD overtime required for CHIVE work. He stated that punching 65,000 IBM cards for building dictionaries equated to 108 days or 864 man hours of work for punching and verifying. With 24 key punchers, MSD required a maximum of 864 hours of overtime for the period March-April. [4]/

MSD efforts in connection with OCR's document delivery system are covered in the chapter on Intellofax.

Programs which were discontinued were: machine support to the CGS Requirements program as of July 1967; key punching

[4]/ Memo from C/DSG to DD/CR "MSD Overtime Requirement for CHIVE Work" 13 March 1967 Admin-Internal Use Only (in Chrono 67 69-592)

for NIS Gazetteer program was finally contracted

25X1A5a1   out (██████████████████████████████) after

7   years by OCR, NIS Production Status Report.

Throughout 1967 MSD worked on

plans   for the input/output of the Information

Retrieval System (TORQUE) in the new area configuration

of Central Reference Service which went into effect in

September 1967. MSD then became the EDP Support Division

of the Support Services Group.